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King County Shelter Summit
February 9, 2007

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Quick Show of Hands

The storm hit Thursday evening, Dec 14, 2006

- How many cities had EOCs open on
  - Friday thru Sunday?
  - Monday thru Wed?
- How may Emergency Managers have briefed their elected officials & PIOs on you city's shelter responsibilities?
- How many coordinated your shelter needs through the KCECC?

What we plan to cover today

- Background on ARC partner shelter growth

- Local vs. National response to major disaster

- ARC role in a Regional Event

- Synopsis of ARC operations during Windstorm – Dec 2006

- ARC Lessons learned

- Moving forward - collaborating to build greater Community Shelter Capacity in the region

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Background

- ARC started providing shelter training to government partners in mid-90s
  - King County Parks
  - Seattle Parks
  - Bellevue Parks (now required every 2 years)
- Have trained over 500 employees from King County and 21 municipalities in last 5 years
- Capability to train community based groups in addition to government and ARC volunteers

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Expansion of Shelter Training

- TOPOFF-2 demonstrated need for significantly more "Community Shelter Capacity" & tested first joint shelter with KC Parks during drill

- Katrina changed the paradigm in our approach:
  - "All hands on deck" response – FEMA, local government, ARC, Salvation Army, faith-based,
  - National/Regional coordination/planning
  - Zone 1 drill originally scheduled Nov 2006
  - Upcoming UASI evacuation plan for 50,000

- Created impetus for more local governments & community partners to have shelter training

ARC Logistics to
Support Regional Disasters

Disaster Relief Supply
Center (DRSC)

Disaster Emergency
Response Trailer (DERT)

We have supplies to support approx 5,500 clients in 25 shelters

Shoreline DRSC #3
Shoreline Community College
In Service 4/2006

Target Area for DRSC #6
In Active Negotiations

Carnation DRSC #1
Dam Break Evacuation Site
In Service 11/2004

Target Areas for
Future WSSA DRSCs

Target Area for DRSC to park Mobile
Command Unit, Mobile Feeding Unit,
and Feeding Support Unit

Renton DRSC #5
Fire Station #16
Est In Service 7/2007

Target Area for DRSC #7

Black Diamond DRSC #4
City Community Center
Est In Service 4/2007

Federal Way DRSC #2
Weyerhaeuser Campus
In Service 4/2006

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Local Red Cross Chapters

- No government funding except a few grants.
- Each Chapter must raise funds from foundations and individual donors to support local operations, training, vehicles, equipment, supplies, etc.
- Some reimbursement from NHQ for larger disasters over certain thresholds, but no regular operating funds
- Volunteers make up approx 94% of our disaster workforce & they choose when they are available
- ARC does not normally open shelters for power outages unless the temperatures create an imminent health risk to the general population

National Response To Our Area

- National support when Chapter response capacity & local mutual aid exceeded

- Scalable response based on **needs** in area

- DR staff has standardized training 20+ activities, which allows diverse groups to quickly integrate

- Staff normally work 12-14 hour days for 3+ weeks

- Disaster Field Supply Centers (DFSC) for supplies

- Outside resources take time to get here, so local plans need to include local capacity to run shelters/feeding operations for at least 2-3 days until help arrives

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ARC Role in a Regional Event

The King County Emergency Plan states:

Para I - B: *"Incorporated Cities in King County have responsibility to **coordinate their own mass care shelters using city assets**, or to coordinate with King County Emergency Operations Center (EOC) in the placement of mutually supported shelters."*

Para II - B: *"Incorporated jurisdictions will perform emergency management functions within their jurisdictional boundaries **as mandated by RCW 38.52.070**."*

ARC Role in a Regional Event

Para II - C: *"The American Red Cross will provide staff, supplies, and shelters **as disaster conditions dictate and resources allow…"***

Para II - D: *"**The King County Department of Natural Resources Parks & Recreation Division is the primary county agency for mass care activities**. The King County EOC will make decisions regarding the activation of shelters that will be managed by the Parks and Recreation Division, Seattle-King County Chapter of the American Red Cross, and selected cities and non-profits"*

Shelter Standardization

The Regional Disaster Plan (RDP) for Public and Private Organizations in King County States that:

"All shelters opened and managed by cities in King County will be in accordance with American Red Cross Standards."

This is the key to regional success and easy transition if local ARC assumes management of partner shelters or outside ARC staff arrives to support a large disaster in our area

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Windstorm – December 2006

- 750,000 customers without power from three power companies in our region

- Temperatures forecast below freezing within days

- Chapter infrastructure issues

- Many volunteers impacted by disaster & unavailable

- Damage assessment & repair time initially underestimated

Coordinated Regional Response

- Coordinated initial regional shelter placements with both King & Kitsap OEM
- Power outages limited areas and facilities available for regional shelters
- Quickly maxed out ARC human resources with 6 shelters open & ongoing support for them
- Coordinated logistics support to other shelters
- Supplies for 350 clients at Special Needs Shelter & committed 1,000 blankets to Public Health for distribution to other special needs facilities

Our Fearless Leader

Susan Pelaez – Chapter DRO Director

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Local ARC Shelter Operations

- 6 ARC shelters open at once in our two counties!
- 8 ARC shelters & 1 ARC warming center during DR
- Over 700 shelter nights

- Another 400+ daytime
- Over 2,500 meals & almost 7,000 snacks served at ARC shelters
- 189 ARC volunteers/staff

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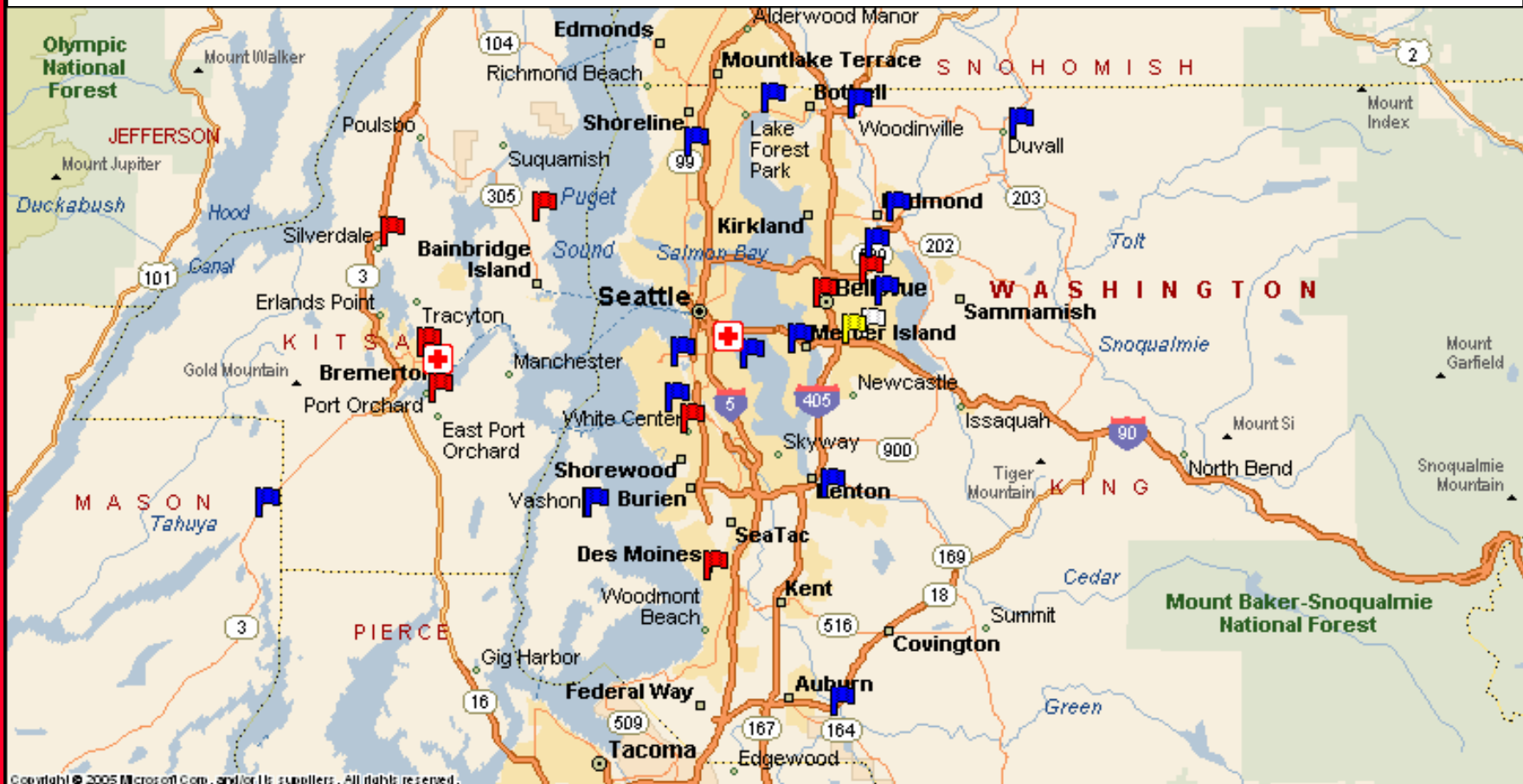
ARC support to Community Shelters

- 18 Community Shelters

- 14 had staff trained by ARC

- 12 logistically supported by the ARC

- Special Needs shelter run by Public Health & supported by King County OEM & Parks

- Humane Society set up a Pet Shelter

Where were the shelters?

Did we need this many shelters?
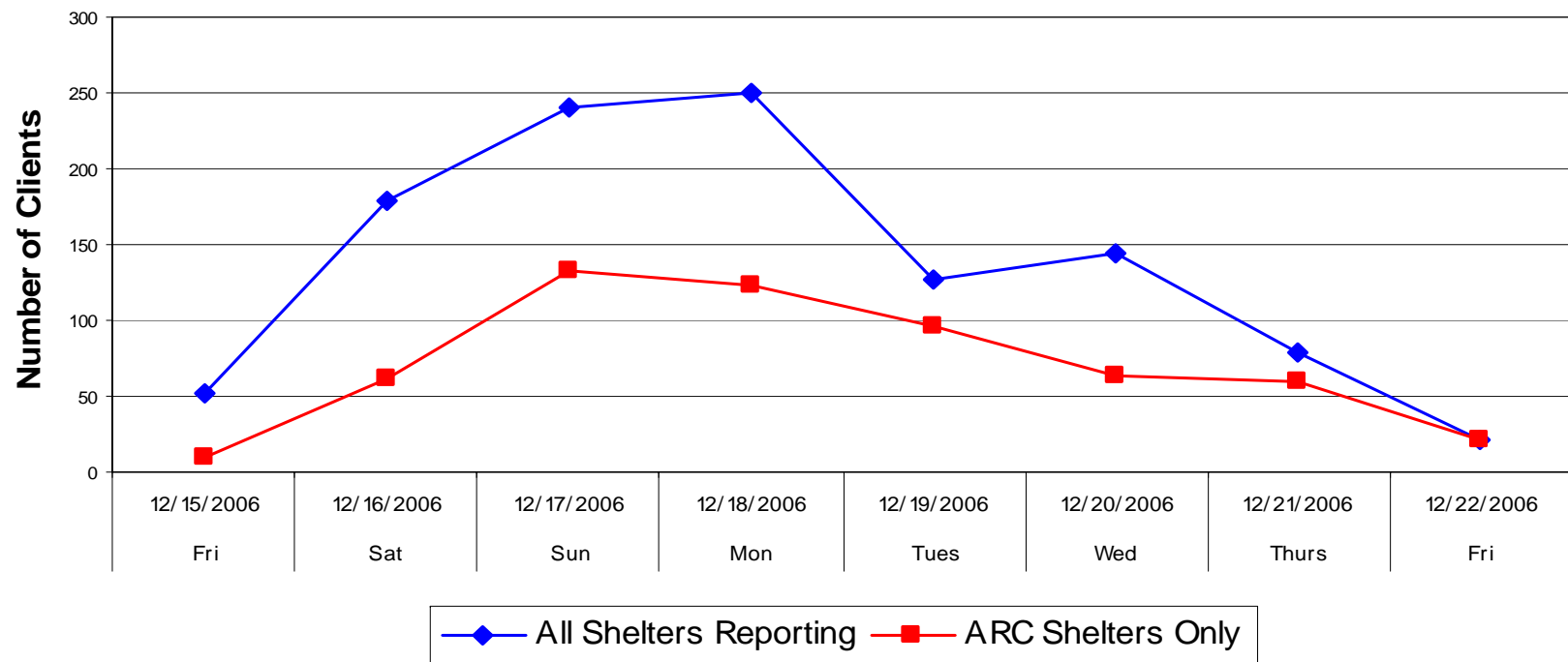
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King County Shelters

Overnight Shelter Clients

Number of Clients

	12/15/2006	12/16/2006	12/17/2006	12/18/2006	12/19/2006	12/20/2006	12/21/2006	12/22/2006
	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri

◆ All Shelters Reporting ■ ARC Shelters Only

*ARC does **not** believe that we needed 21 shelters for max 250 clients/night. Perhaps a more efficient model would be 2-3 large regional shelters & a lot of warming centers that are less resource intensive for cities to run*
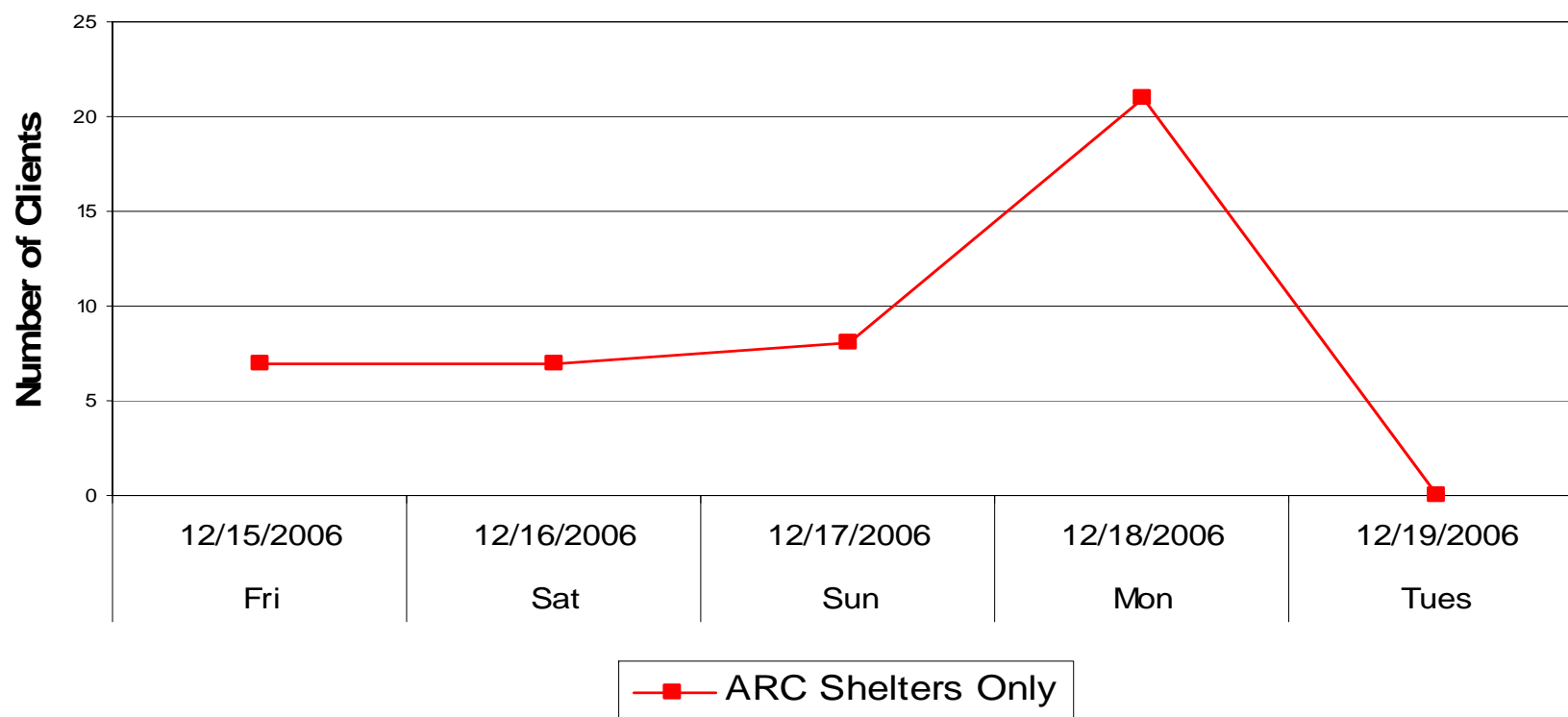
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Kitsap County Shelters

Overnight Shelter Clients

Number of Clients (y-axis: 0, 5, 10, 15, 20, 25)

Date	12/15/2006	12/16/2006	12/17/2006	12/18/2006	12/19/2006
Day	Fri	Sat	Sun	Mon	Tues

—■— ARC Shelters Only

Three shelters in Kitsap County for maximum overnight population of 22 clients?
Quickly downsized to 1 overnight shelter & 1 warming center in Kitsap County

Individual Client Services

- 19 active cases **before** the storm
- 42 families/114 individuals impacted & assisted
- 6 new non-DR cases during the same period
- Outreach teams made 315 contacts with potential clients based on reported needs & did all damage assessment
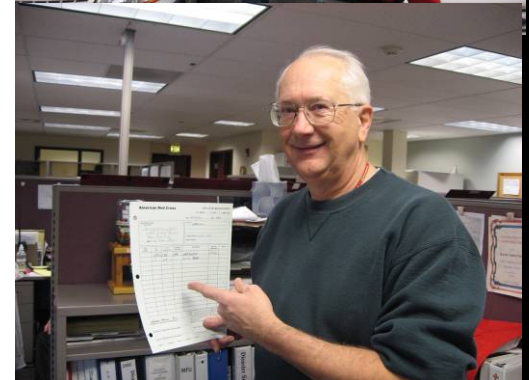
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ARC Shelter Supplies Used
To Support All Shelter Requests

- Rolled 2 DERTs & used supplies from 2 DRSCs & 6 containers

- Ran two warehouses

- Distributed 1,400 cots & 3,000 blankets to support 18 shelters (includes ARC)

- Supported Special Needs Shelter & provided extra blankets

- Coordinated logistics requests & established clear audit trail

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Lessons Learned - Successes

- Successfully managed Chapter's largest shelter & logistics support operations that anybody can remember.

- "Community Shelter Capacity" concept is working & and significantly increasing overall shelter capacity in the region. We are now being asked to present our concept to other Chapters.

- Partners opened first Special Needs Shelter and Pet Shelter that any of us can remember

- Great logistics support from Puget Sound Energy & government partners

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Lessons Learned - Successes

- Used ARC non-Emergency Services staff to fill positions for response, including the CEO taking a shelter shift!

- Public Affairs provided updated ARC info from all ARC Chapters in Puget Sound media market. Also coordinated with Public Health on safety info

- The phone bank significantly reduced calls to the DR staff & allowed them to focus on service delivery, which also helped to mitigate an overwhelmed 211 system

Lessons Learned - Challenges

- Difficulty getting regional needs assessment & coordinating resource allocations with many cities not reporting to KCECC or city EOCs open
- Lack of depth in Mass Care supervisors/managers
- Critical ARC systems need to be on generator
  - Phone system inoperative for 1.5 days
  - Email server down periodically due to power issues
- Difficulty recruiting DR staff during holidays with so many volunteers impacted by the storm
- If event two weeks later in the snow & ice, we could not have accomplished as much as we did

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Moving Forward

- ARC committed to helping local governments & community partners prepare individuals.
  - FREE Community Disaster Education (CDE) info and presentations, with **emphasis on at-risk communities**. Multiple languages available.
  - If you have a community group that would like a free presentation, call Carol Dunn, our CDE Manager, at (206) 323-2345 or email her at: **carol.dunn@seattleredcross.org**
  - Visit our web side for disaster preparedness tips & brochures: **www.seattleredcross.org**

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Moving Forward

- ## ARC committed to increasing overall "Community Shelter Capacity" in region:
  - New Mass Care Manager staff position - Jan 2007
  - Realign staff & budget resources to support more Shelter Training for ARC volunteers and partners
  - 2007 Partner Trainings thru March 2007:
    - 9 scheduled training in 6 different jurisdictions
    - 5 more trainings being scheduled
    - several other communities have expressed interest
  - King County Shelter Summit 2/9/07

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Target Shelter Training Groups

- Government agencies that are responsible for sheltering in their jurisdiction (normally parks departments, but can be other agencies)

- CERT or other citizen groups sponsored by local governments to assist with sheltering

- Faith-based, unions or others partners willing to run shelters *without restriction to affiliated members*

- ARC volunteers, including "shelter team" concept with retiree groups & corporate/community partners

- To schedule shelter training, call Hillman Mitchell, Government Liaison Specialist, at **(206) 720-5282** or email him at **hillman.mitchell@seattleredcross.org**

ARC Regional Recommendations

- Coordinate all shelter needs thru KCECC
- Cross-train CERT, Citizen Corps, and other citizen response groups in sheltering operations
- Educate your Elected Officials, PIOs & other staff on responsibilities under RDP & CEMP
- Standardize shelter reporting data up thru city, county, & state and how to publicize info to citizens
- Community Disaster Education (CDE) to all communities, especially ESL & special needs groups
- Local Human Services need to be involved in shelters for mental health needs, referrals for homeless, etc.

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Any Questions

Serving King & Kitsap Counties

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